

**Wastewater Billing Office**

City of West Lafayette

711 W. Navajo Street

West Lafayette, IN 47906

Phone: (765) 775-5140

Email: [Utility@westlafayette.in.gov](mailto:Utility@westlafayette.in.gov)

## Online Access

To view bills, pay online, or setup automatic bill payment, go to the West Lafayette home page, [www.westlafayette.in.gov](http://www.westlafayette.in.gov) and choose the green icon for “Online Payments.”

The next screen gives you two choices: “Parking Tickets and City Court Tickets,” and “Utility Billing.” Choose the link for “Find Your Utility Bill and Pay Online.”

This takes you to the new portal, “West Lafayette Self Services.” Choose “Citizen Self Service” from the menu on the right side, and a Login screen will appear.

The first time you use the site you will need to click “Register” and create a User Name and Password.

Once your account has been created you will then choose “Utility Billing” from the menu on the right side of the screen. This will direct you to a screen where you will link your utility account using your account number and customer ID.

Your Account--Customer number is on your bill, in the center about 1-1/2 inches down from the top. The Account number is to the left of the dash, and your Customer number is to the right of the dash. You will choose “Search,” and it will show your account.

The **Automatic Bill Payment** link will be near the top of the screen. This will take you to a screen to enter your bank information from your check.

- Once set up with Automatic Bill Payment, future bills will have printed on them “Do not pay – Amount withdrawn on due date.”

To log out please click on your user name for a drop down menu, then select log out.

**\*\*\*If you are having trouble logging in or have forgotten your password and have been locked out of your account, please E-mail us your account information along with the User ID that you use at log-in so we can reset your password for you. You will get an email back with a temporary password allowing you to log in and change your password.**

Our email is [utility@westlafayette.in.gov](mailto:utility@westlafayette.in.gov)